



FRANKLIN COUNTY PUBLIC FACILITIES  
MANAGEMENT  
373 South High Street  
Columbus, Ohio 43215

## J O B   A N N O U N C E M E N T

**POSITION TITLE:** Telecommunications Support Analyst (Bargaining Unit) **PCN:** 032614

**SUPERVISOR:** Telecommunications Coordinator **P.R.:** A11

**PRIMARY RESPONSIBILITIES:** Provide telecommunications hardware and software support to various agency users. Investigate problems within existing systems and initiate corrective action. Maintain accurate database records of the telecommunications infrastructure. Install, configure and repair telecommunications equipment. Monitor hardware performance in light of software changes. Maintain telecommunications inventory. Create course materials and provide technical training classes. Obtain price quotes from vendors, order repair parts and data processing supplies, schedule and organize equipment for salvaging of broken and unused parts.

**MINIMUM QUALIFICATIONS:** Associates degree with coursework emphasis in business administration with three (3) years of clerical or office administration experience; or any equivalent combination of training and experience. A valid Ohio Driver's License is required.

**PREFERRED QUALIFICATIONS:** Three (3) years of experience in a telecommunications support capacity. Working knowledge of and experience with both analog and VoIP phone systems (i.e. Mitel-based hardware and software). Three (3) years of customer service experience. Experience in running and terminating low-voltage telecommunications cabling (e.g. CAT6, single pair copper wiring, etc.) is desired.

**STARTING SALARY:** \$18.14/hour, plus a comprehensive benefits package.  
120 day probationary period

**DATE POSTED:** Tuesday, October 07, 2014

**DEADLINE FOR APPLY:** Tuesday, October 21, 2014

If interested, please go to [www.franklincountyohio.gov/commissioners/hr](http://www.franklincountyohio.gov/commissioners/hr) and apply on-line.

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